

FAQs for Constituents Making a Payment via E-Pay

How do I make a payment online?

Using The Illinois Funds E-Pay site at <https://www.epayillinois.com/> enter part of name of the government unit you wish to make a payment to. For example, to locate the Tazewell County Treasurer's Office, enter: "Tazewell County Treasurer" or to locate the City of Springfield, enter: "Springfield." Upon entering the name, click the 'Search' button. If your search is successful, a hyperlink will be returned which matches your entry. Click the hyperlink to view the web page for that unit.

The government unit's web page will list the items that can be paid via E-Pay. Select the one you desire and follow the instructions on the following pages.

Please note: To comply with current Payment Card Industry Data Security Standards, the E-Pay e-commerce application currently supports the following browsers: (Internet Explorer 11 (Internet Explorer 10 can be used, but may require changes to your browser settings), Google Chrome v.38 or greater, Mozilla Firefox v.27 or greater, Safari v.7 or greater).

How do I request documents once my payment is complete, such as: driver's license, crash report, vital record certificate, refuse sticker, etc.?

The Office of the Illinois State Treasurer is a payment vehicle for State and Local Government entities. Therefore, if you are requesting documents once your payment is complete, please contact the local government office to which you made your payment to, to attain your documents requested. To obtain their phone number search for the government unit using our search box and their number will be listed at the bottom of the webpage.

What does the decline error message U83 mean?

U83 is a failure of payment from your card-issuing bank due to insufficient funds. Please note you may have enough credit for the principal amount, but not enough for the fee amount. Therefore the payment will decline insufficient. For information regarding your payment if you have received a U83 "Decline," please contact your card-issuing bank to ensure the availability of funds - including the convenience fee amount - and that you have not exceeded your daily transaction limit.

What does the message "Error Communicating With Server" mean?

Please contact our office immediately at 1-866-831-5240 and have payments that received this message available for review.

Why have I received an "Invalid Amount" error after submitting a payment?

The payment session has timed out. For security reasons, a payment session, from beginning to end, is retained for only thirty minutes. After that, all information is cleared and the payment will decline with the error in question.

Why has an "Invalid Exp Date" error message appeared after submitting a payment?

The expiration date was entered incorrectly on the payment information screen.

What does "Auth Timeout" mean?

Too much time elapsed during the authorization process after the submit button was clicked. This can occur on a dial-up modem and/or network connectivity between outside vendors has been disrupted. Please try making the payment again later.

Why have I received an "Invalid TRN" error message after submitting a payment?

A portion of the check routing number was keyed incorrectly. Please double check your payment information and try the payment again.

What do I do if I have made a duplicate payment in error?

Please contact the local government office to which you made your payment to for further assistance in reversing or crediting your transaction.

If you are experiencing technical difficulties when submitting your payment request, please do not duplicate your payment within 30 minutes of the prior transaction.

NOTE: The Illinois E-Pay system will NOT process voice authorization that card-issuing banks may provide you when you experience difficulty while making a payment. All payments, unless the E-Pay configuration is experiencing errors, will "Decline" and we will not manually allow voice authorizations to be forced through by the card-issuing bank.